



Residents' and relatives' experiences of returning to visiting Leeds Care homes

Moorleigh Nursing Home

June-July 2021

Introduction

Since July 2020, there has been a series of changes in [government guidance on care home visiting during the Covid-19 pandemic](#) which has meant that care homes have gradually been able to welcome families back in to visit their loved ones.

Healthwatch Leeds in partnership with Leeds City Council wanted to find out about residents' and relatives' experience of visiting in care homes as part of our work as a city to enable meaningful visiting across Leeds.

We contacted individual care homes and asked them to post out survey packs to named contacts of all residents. The packs contained surveys for both residents and relatives, and we asked relatives to help residents to complete the survey where appropriate. We provided a freepost envelope so that people could return the completed surveys directly to Healthwatch Leeds.

The survey was also available to complete online via a link that was shared widely with both individual care homes and with the general public via social media and various ebulletins and newsletters.

For each care home that took part, we have produced an individualised report from the surveys that were completed about their care home including a summary of the data for each question.

Since this was an anonymous survey, some of the answers to the questions may have been blanked out so as not to reveal any information that might identify the respondents.

Our Findings

- The survey was completed by 7 relatives/friends. No residents completed the survey.
- The satisfaction from relatives and residents was very good with respondents saying that given that care homes have to follow government guidance on visiting, they would rate their experience of seeing their family or friends as excellent (2 responses) or very good (5 responses).

- Less than half of the relatives (43%) said they understood the role of essential care giver. Two said they didn't, and another two said they weren't sure. The majority (71%) didn't know whether or not the home was enabling this role.
- Only two out of a total of 7 relatives said that they were aware that they could take their loved one out to low risk outdoor places. Three relatives said the care home wasn't enabling this and two said they didn't know what the situation was. One person commented, *"At the moment it's no, but will possibly change once more restrictions are lifted."*
- The majority of relatives (86%) were aware that there were alternative visiting options (e.g. screened and outdoor visits).
- There seemed to be flexibility in terms of how often people could visit and stay for with the majority reporting they could visit loved ones multiple times a week, or said it "varied depending on availability". There was a mix of responses as to how long they could stay for, with the majority saying they could stay for 1 hour (4 responses).
- All of the relatives who responded were aware that visits could be booked during the day in the week. There was less awareness about whether visits could be booked at the weekend, with only two out of seven relatives saying that this was possible. All relatives said that visits either couldn't be booked on evenings or that they didn't know.
- The majority of relatives (71%) said they hadn't seen a copy of the individualised risk assessment/visiting plan for their loved one.
- Both of the two relatives who said their loved one had mental capacity to make decisions around visiting, said that they didn't know whether the resident had had their needs and wishes considered in the development of a risk assessment or visiting plan. For residents who didn't have capacity, three out of five relatives said that a family member was involved in developing the risk assessment/visiting plan to express their wishes and needs on their behalf.

- The majority (6 out of 7) of residents and relatives responding to the survey, felt that the visiting options available met their needs. One person commented, *“The home do their best to accommodate my wishes because I am a full time carer for my husband, and always understand if I have to change my visits of my mum-in-law.”*

The person who said they didn’t feel their needs were met, said, *“There needs to be evening and weekend visiting permitted for those who work during the week.”*

- There were several comments in the survey praising the good care that staff gave to their loved ones as well as the “lovely garden” and the range of options to have different types of visits.

Our recommendations

1. Communicate a reminder to all relatives the message that all residents can nominate an ‘essential care giver’ and clearly explain what this is. We know that this term can be confusing for both relatives and staff. Because of this, we’ve created this simple wording to try and help clarify the role. Feel free to use it in your communications to families.

“All residents (or their families/POA if they don’t have mental capacity to make that decision) can now choose one person to be included in their five named visitors as an ‘essential care giver’. This key visitor should be someone who they feel is “key” to their wellbeing (physical or emotional), and who helps them feel “happier and well”.

The key visitor will be able to visit them more often, flexibly and for longer periods, as well as being able to continue visiting even when there is an outbreak, or the resident is in isolation (e.g. following discharge from hospital).

In the government guidance, they call this key visitor an ‘essential care giver’ but this doesn’t mean that they have to provide any type of personal or practical care (although this may be agreed in discussion with the care home).

Because more frequent and flexible visiting carries more risk, the key visitor will need to agree to have the same testing as care home staff (one PCR test and two lateral flow tests a week) and follow the same infection control procedures as them.”

2. Make sure that residents’ needs and wishes are routinely and consistently taken into consideration when drawing up individual risk assessments or visiting care plans. Where residents don’t have mental capacity to be involved in these decisions, make sure families are involved in these discussions.
3. Ensure that copies of residents’ individualised risk assessments/visiting plans are routinely shared with relatives.
4. If it is already possible to visit at evenings or during the weekend, make sure that all relatives are aware of this option. If this isn’t possible, consider making this an option so that friends or relatives who work have more options of when they can see loved ones.
5. If the home’s visiting policy currently enables residents to go on trips and visits out of the home in line with current national visiting guidance, make sure that all relatives are reminded of this, as awareness is currently low. If visits out are not yet included in the visiting policy, make sure that this enabled in line with national guidance and that any changes are communicated to relatives.

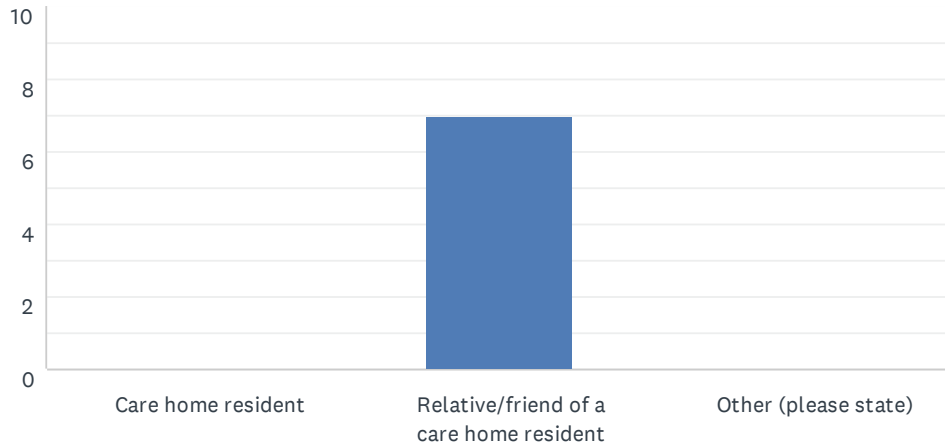
Next Steps

The report will be shared with the care home, and we have asked them to share it with residents and their relatives or friends. It will also be shared with Leeds City Council and be publicly available on the Healthwatch Leeds website.

We will agree with the care home, the next steps to be taken in response to our recommendations and work with them to ensure any agreed actions are followed through and implemented. We will undertake any follow up work required to ensure there are real changes made to the service so that it is a good experience for everyone.

Q2 Are you a...

Answered: 7 Skipped: 0

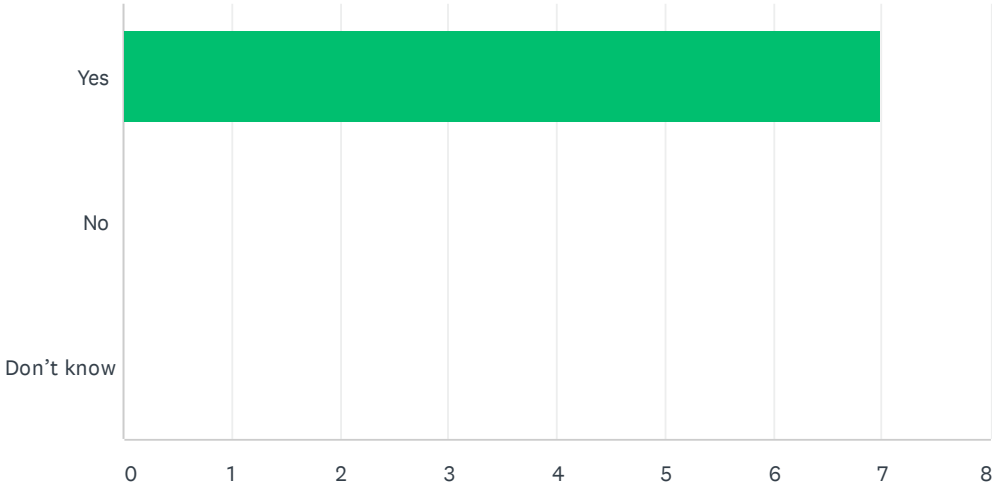


ANSWER CHOICES	RESPONSES	
Care home resident	0%	0
Relative/friend of a care home resident	100%	7
Other (please state)	0%	0
TOTAL		7

#	OTHER (PLEASE STATE)	DATE
	There are no responses.	

Q3 Is your care home enabling your loved one to have nominated visitors who can visit indoors?

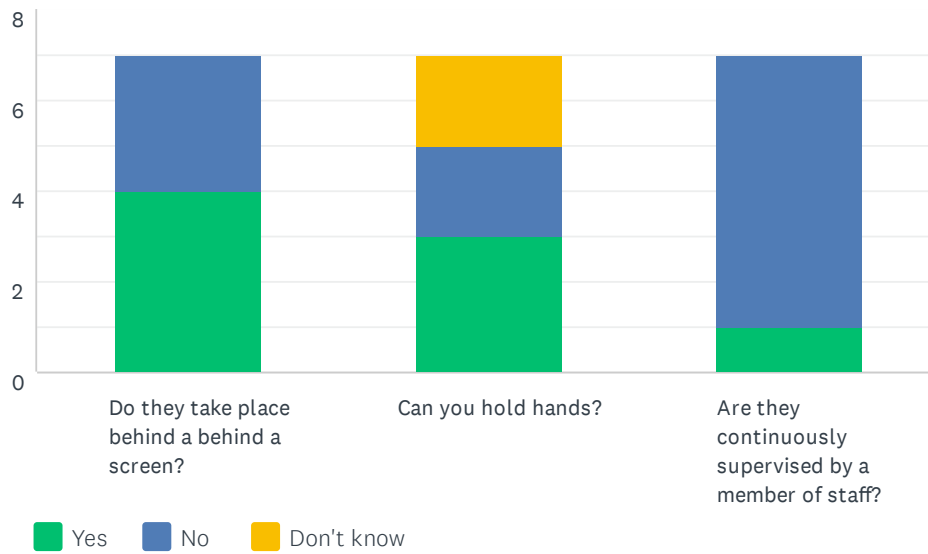
Answered: 7 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100%	7
No	0%	0
Don't know	0%	0
TOTAL		7

Q4 If yes to Q3, please tell us more about the indoor visits:

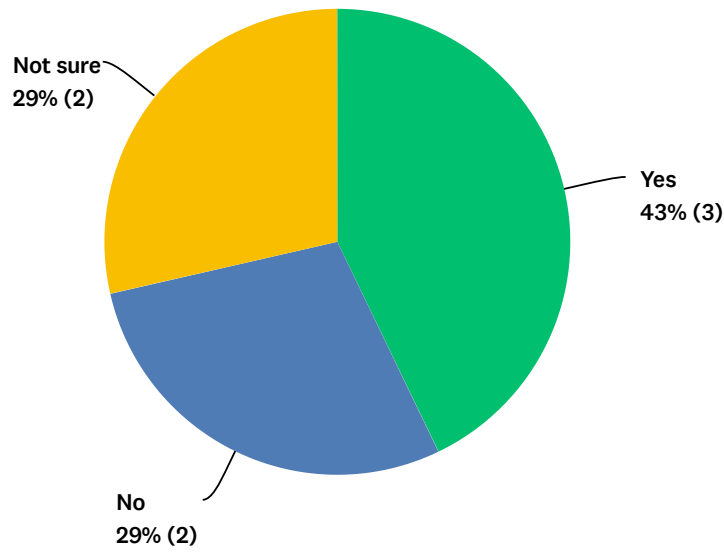
Answered: 7 Skipped: 0



	YES	NO	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
Do they take place behind a behind a screen?	57% 4	43% 3	0% 0	7	1.43
Can you hold hands?	43% 3	29% 2	29% 2	7	1.86
Are they continuously supervised by a member of staff?	14% 1	86% 6	0% 0	7	1.86

Q5 Do you understand the role of 'essential care giver' (as outlined in the government guidance on care home visiting)?

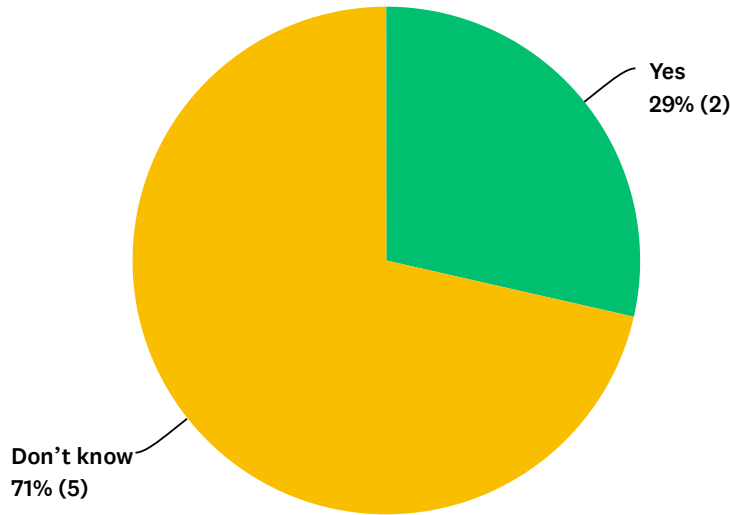
Answered: 7 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	43%	3
No	29%	2
Not sure	29%	2
TOTAL		7

Q6 Is your care home enabling the use of ‘essential care givers’, nominated by residents, where it is felt that their emotional and practical support is central to a resident’s health and wellbeing?

Answered: 7 Skipped: 0

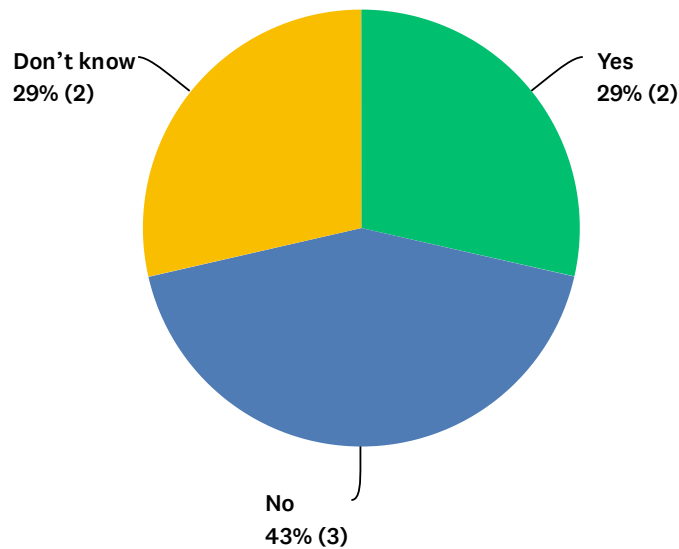


ANSWER CHOICES	RESPONSES
Yes	29% 2
No	0% 0
Don't know	71% 5
TOTAL	7

#	PLEASE TELL US MORE ABOUT THAT HERE	DATE
1	I am entirely satisfied with care given.	8/9/2021 1:17 PM

Q7 Does the care home enable nominated family members to take loved ones out of the care home to lower risk outdoor places e.g. your garden or a local park?

Answered: 7 Skipped: 0

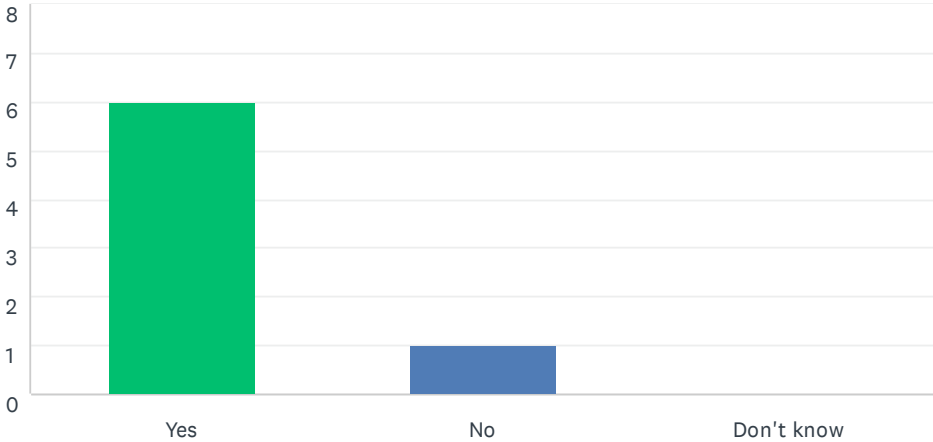


ANSWER CHOICES	RESPONSES	
Yes	29%	2
No	43%	3
Don't know	29%	2
TOTAL		7

#	PLEASE TELL US MORE ABOUT THAT HERE	DATE
1	Can not take my mother-in-law out due to her illness	8/9/2021 1:27 PM
2	At the moment it's no, but will possibly change once more restrictions are lifted.	8/9/2021 1:17 PM

Q8 Are other visiting options (eg. screened or outdoor visits) available for other friends and family members who aren't nominated visitors?

Answered: 7 Skipped: 0

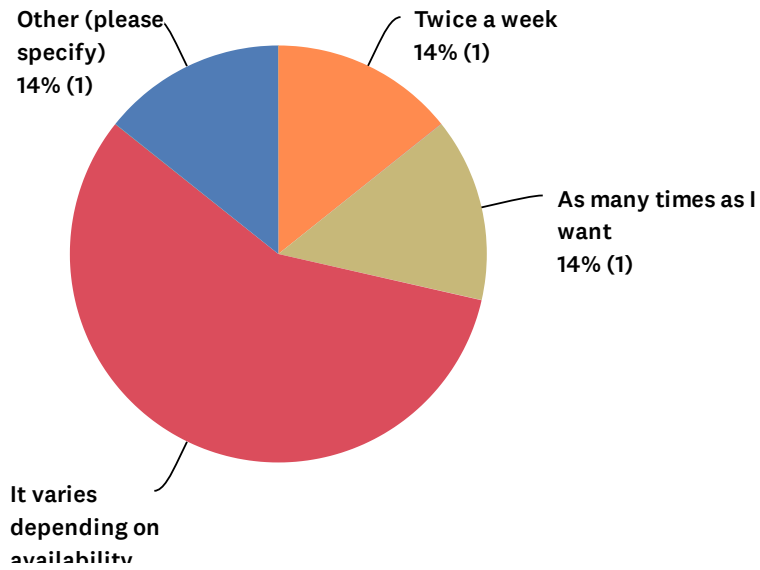


ANSWER CHOICES	RESPONSES	
Yes	86%	6
No	14%	1
Don't know	0%	0
TOTAL		7

#	PLEASE TELL US MORE ABOUT THAT HERE	DATE
1	garden visits	8/9/2021 1:27 PM
2	"Screened" visits permitted in their conservatory. Also outdoor visits in garden. No test required for either.	8/9/2021 1:22 PM
3	Garden visits and visits in residents' room	8/9/2021 1:17 PM
4	Nominated visitors only are allowed	8/9/2021 11:38 AM

Q9 How often are you able to have an indoor visit?

Answered: 7 Skipped: 0

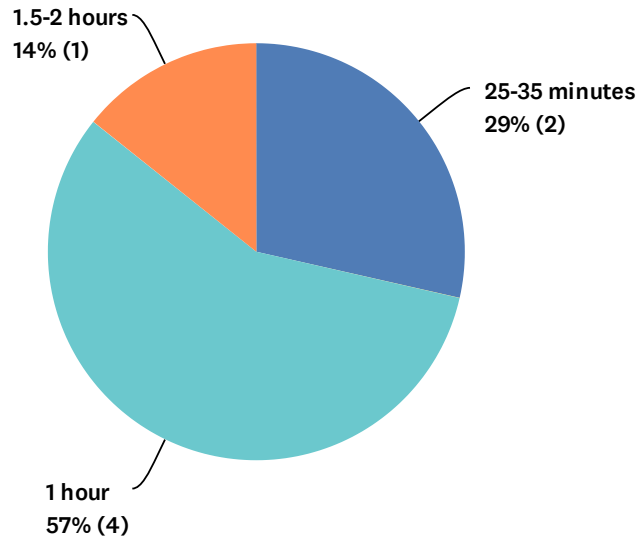


ANSWER CHOICES	RESPONSES	
Once a month	0%	0
Once every three weeks	0%	0
Once a fortnight	0%	0
Once a week	0%	0
Twice a week	14%	1
Three times a week	0%	0
Four times a week or more	0%	0
As many times as I want	14%	1
It varies depending on availability	57%	4
Not sure	0%	0
Not applicable	0%	0
Other (please specify)	14%	1
TOTAL		7

#	OTHER (PLEASE SPECIFY)	DATE
1	"As many times as I want" and "It varies depending on availability"	8/9/2021 11:38 AM

Q10 If your care home is offering indoor visits, how long can you usually visit for?

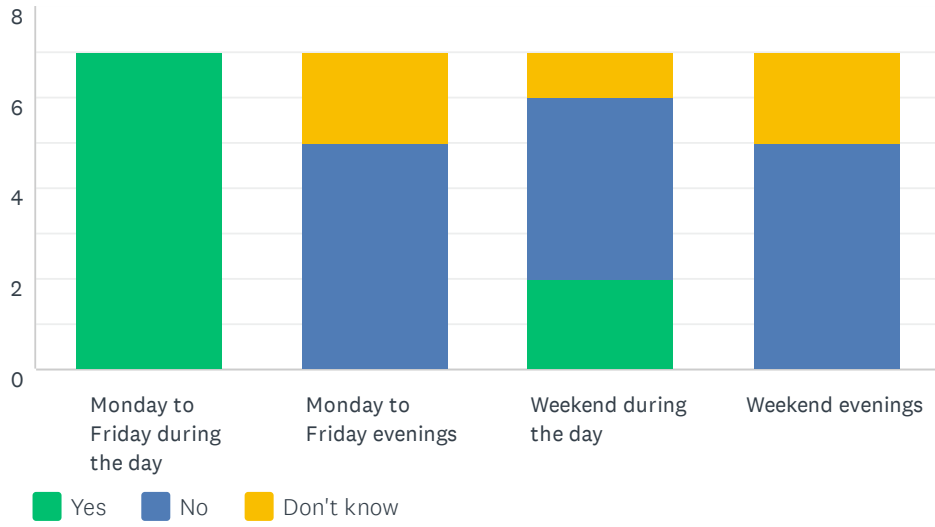
Answered: 7 Skipped: 0



ANSWER CHOICES	RESPONSES	
15-20 minutes	0%	0
25-35 minutes	29%	2
40-50 minutes	0%	0
1 hour	57%	4
1.5-2 hours	14%	1
more than 2 hours	0%	0
There is no time limit	0%	0
Not sure	0%	0
TOTAL		7

Q11 Is it possible to book visits at the following times?

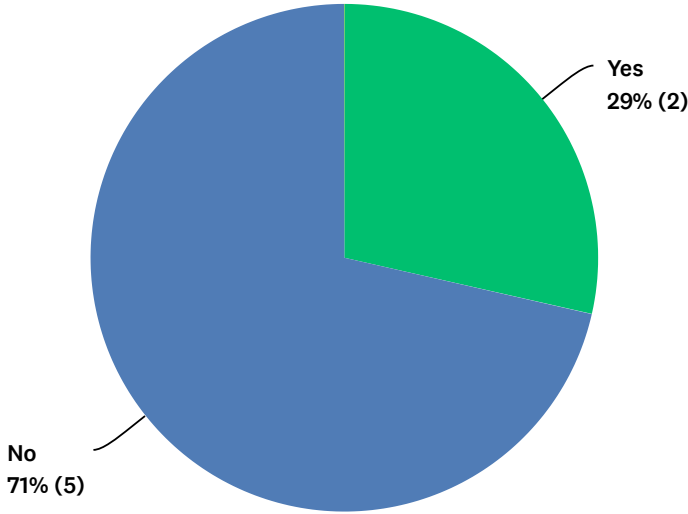
Answered: 7 Skipped: 0



	YES	NO	DON'T KNOW	TOTAL
Monday to Friday during the day	100% 7	0% 0	0% 0	7
Monday to Friday evenings	0% 0	71% 5	29% 2	7
Weekend during the day	29% 2	57% 4	14% 1	7
Weekend evenings	0% 0	71% 5	29% 2	7

Q12 Have you seen a copy of the individualised risk assessment or visiting plan that the care home has done around visiting?

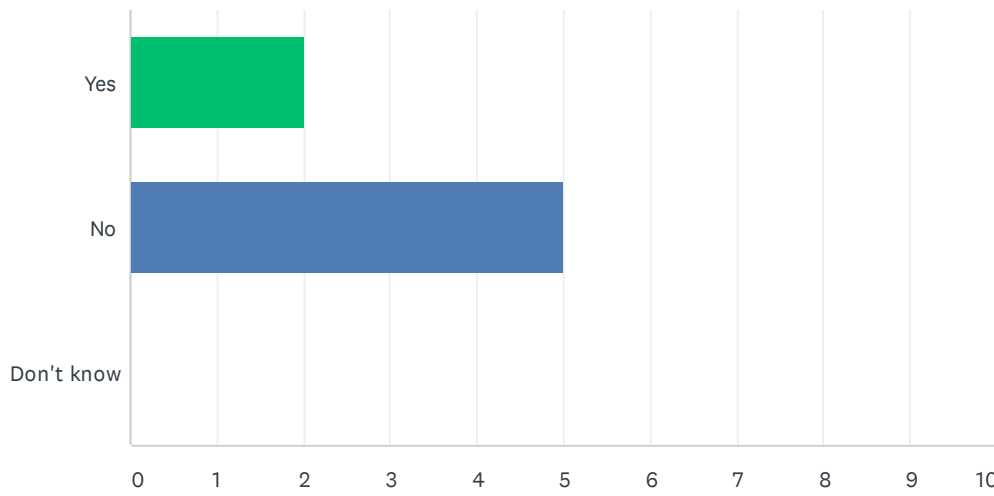
Answered: 7 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	29%	2
No	71%	5
Not sure	0%	0
TOTAL		7

Q13 Does your loved one have mental capacity to be involved in decisions around visiting?

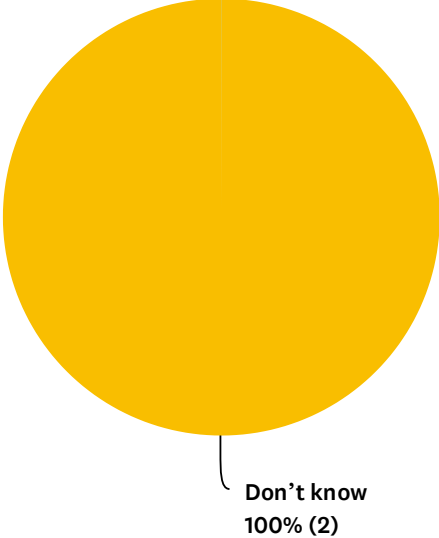
Answered: 7 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	29%	2
No	71%	5
Don't know	0%	0
TOTAL		7

Q14 If they DO have capacity, was your loved one involved in the development of a risk assessment or visiting plan and their needs and wishes considered?

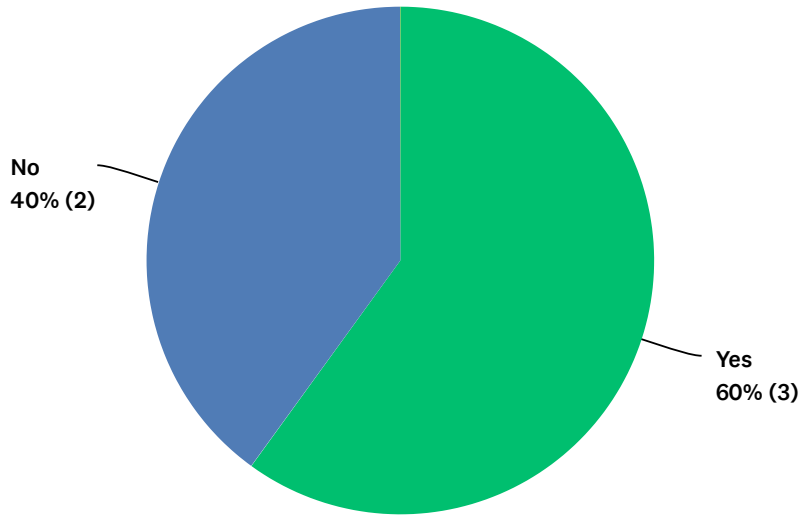
Answered: 2 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	0%	0
No	0%	0
Don't know	100%	2
TOTAL		2

Q15 If they DON'T have capacity, were you or another family member involved in developing the risk assessment/visiting plan to express their needs and wishes on their behalf?

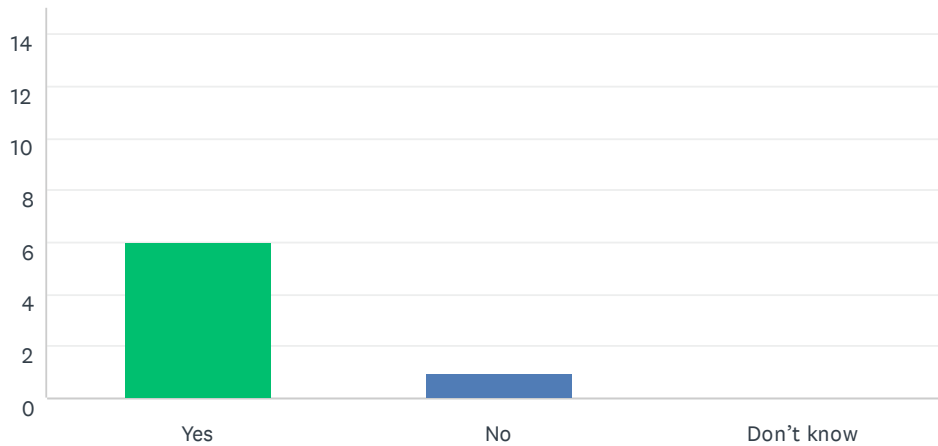
Answered: 5 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	60%	3
No	40%	2
Don't know	0%	0
TOTAL		5

Q16 Do you feel that the current visiting options made available to you meet your / your loved one's needs?

Answered: 7 Skipped: 0

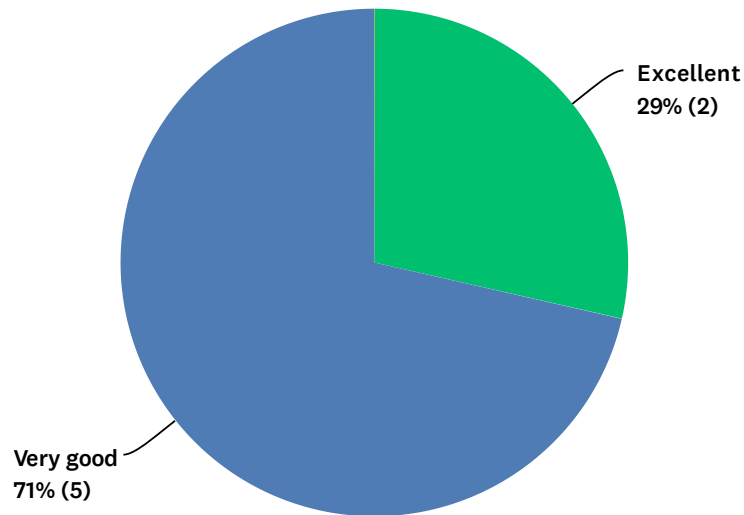


ANSWER CHOICES	RESPONSES
Yes	86% 6
No	14% 1
Don't know	0% 0
TOTAL	7

#	TELL US MORE ABOUT WHY YOU CHOSE YOUR ANSWER HERE	DATE
1	The home do their best to accommodate my wishes. Because I am a full time carer for my husband and always understand if I have to change my visits of my mum-in-law.	8/9/2021 1:31 PM
2	There needs to be evening and weekend visiting permitted for those who work during the week.	8/9/2021 1:25 PM
3	The visiting times suit me	8/9/2021 1:19 PM
4	I live in Scotland and so can only visit infrequently but I have had no difficulty in booking visits.	8/9/2021 1:13 PM

Q17 Given that care homes have to follow government guidance on visiting, how would you rate your experience of seeing your family or friends in the care home?

Answered: 7 Skipped: 0



	EXCELLENT	VERY GOOD	AVERAGE	POOR	VERY POOR	TOTAL	WEIGHTED AVERAGE
(no label)	29%	71%	0%	0%	0%	7	1.71
	2	5	0	0	0		

Q18 Please use this space to tell us what works well in relation to the way your care home has organised and enabled visits.

Answered: 5 Skipped: 2

#	RESPONSES	DATE
1	Every effort made to accommodate our wishes regarding visiting.	8/9/2021 1:34 PM
2	am or pm visits	8/9/2021 1:31 PM
3	Plenty of options which is good, ie garden visit, screened visit, or indoors after test.	8/9/2021 1:25 PM
4	All of it	8/9/2021 1:19 PM
5	I have to take a lateral flow test if I wish to see my father indoors but I can see him outdoors without a test.	8/9/2021 1:13 PM

Q19 Tell us about any ways that you feel the care home could improve visiting (whilst obviously still following the current government guidance).

Answered: 3 Skipped: 4

#	RESPONSES	DATE
1	I think they are doing well.	8/9/2021 1:34 PM
2	Don't think they could do more than they do.	8/9/2021 1:31 PM
3	I am happy with the way things are, considering recent pandemic.	8/9/2021 1:19 PM

Q20 Finally, please tell us about anything else generally you think the care home does well or any suggestions or ideas for making improvements.

Answered: 4 Skipped: 3

#	RESPONSES	DATE
1	Care very good, staff always on hand for any problems	8/9/2021 1:31 PM
2	Large, lovely garden with seating is good	8/9/2021 1:25 PM
3	I am happy with my mother's care, and she is content.	8/9/2021 1:19 PM
4	We have had regular zoom chats with my dad and this has worked well.	8/9/2021 1:13 PM